



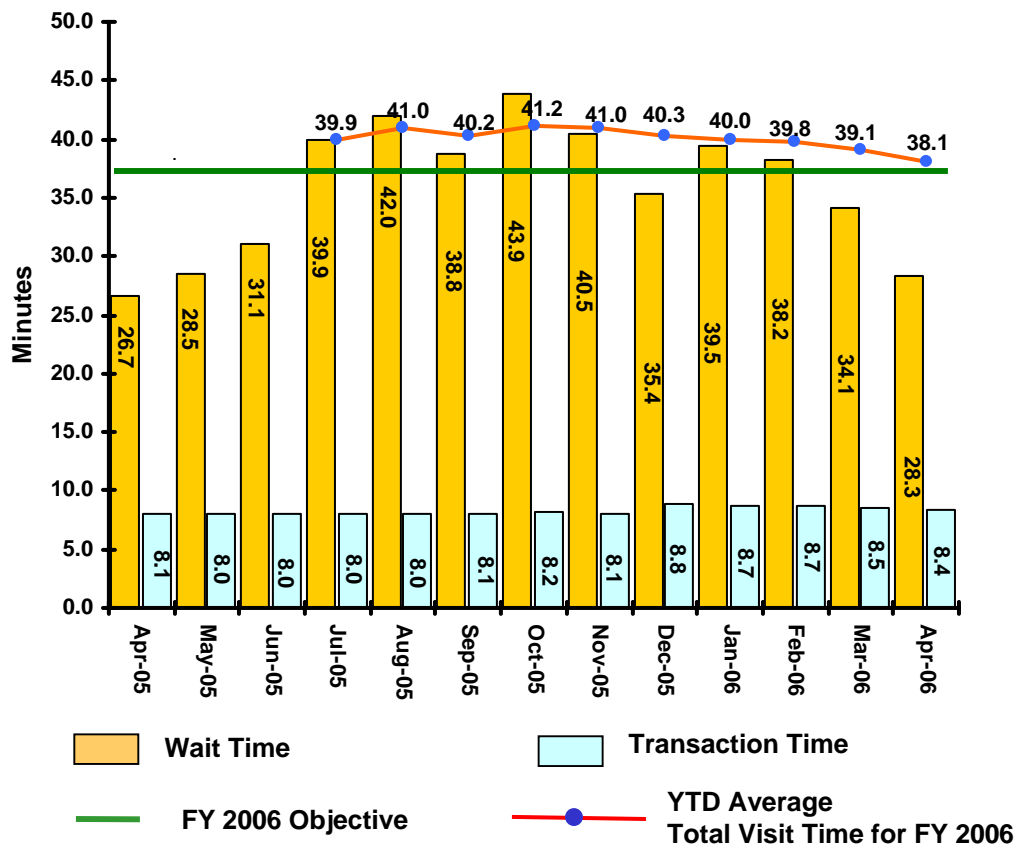
# ARIZONA DEPARTMENT OF TRANSPORTATION

## Motor Vehicle Division

**ADOT Goal 2:** *Increase the quality, timeliness and cost effectiveness of our products and services.*

**Objective 1:** *For FY 2006, achieve an average customer total visit time (door-to-door) in field offices of 35.5 minutes or less.*

### Customer Wait Time (Statewide)



In April 2006, the average wait time door to counter decreased by 5.7 minutes, which is attributed to 65,000 less customers visiting our field offices, and 74,800 fewer transactions. Additional staff has increased, contributing to the lower wait times. Q-matic training continues throughout the offices.